



Queensland Parliamentary Service

Workforce Strategy 2022-2025



OUR VISION

To be the innovative leader in the delivery of parliamentary services in the Westminster world.

Purpose

To independently support, promote and strengthen the Parliament to fulfil its democratic functions.

Our Values



Integrity

We are honest, ethical, respectful, independent, professional and accountable.



Learning

We continually learn, develop and pass on our knowledge.



Innovation

We are innovative and strive to create a better future.



Clients

We are focused on the needs of our clients.



People

We value our people and their diversity and create a safe environment for them to excel.

OBJECTIVE

We will continue to build a diverse, knowledgeable, skilled and agile workforce capable of delivering our vision and our purpose.

To meet our vision now and into the future our workforce needs to be:

- » highly engaged and committed to client service,
- » high-performing in a digital environment, and
- » strategically focused on our future.

To meet our objective we are focused on three areas of action:



Attracting and retaining the best talent



Supporting our people to develop their capabilities



Creating and maintaining a positive, productive and safe work environment

1. Attracting and retaining the best talent

Goals	Actions
Ensure that our workforce's values align with the Parliamentary Service's values	<ul style="list-style-type: none">» Include our corporate values in all parts of our work» Include a values assessment within the performance reporting framework
We recruit and retain people with the capabilities and qualities we need for our workforce	<ul style="list-style-type: none">» Our recruitment practices will ensure we recruit the right people for the job» Streamlining and modernising on-boarding and mandatory training processes» The benefits of working for the Parliamentary Service will be actively promoted
We are the employer of choice for the best talent	<ul style="list-style-type: none">» We will improve flexible working arrangements» We will support our workforce across a range of career and life stages
We have a diverse and inclusive workforce	<ul style="list-style-type: none">» We attract and retain people from diverse backgrounds and celebrate everyone's contributions» We use selection tools that support diversity and inclusion
Employees will be developed and retained	<ul style="list-style-type: none">» Employees will participate in succession planning and have a robust personal development plan» We will invest in meaningful training and development activities



2. Developing and supporting our people to build capabilities

Goals	Actions
Our employees are supported to reach their potential	<ul style="list-style-type: none">» Leaders are focused on their own development as well as their teams» Employees are skilled in giving and receiving constructive performance feedback» Opportunities for development through projects and higher duties are actively sought out
Our employees have the capabilities to meet current and future needs	<ul style="list-style-type: none">» Our employees are proactive and supported in identifying their learning and development needs (for current and future roles)
Leaders at all levels actively contribute to our values	<ul style="list-style-type: none">» We will develop key leadership capabilities which promote leadership at all levels aligned to our values» We will plan for continuous capability development and targeted training activities» Capabilities for leading people and performance are core for managers and are reflected in recruitment processes and annual reviews
Our leaders are effective in managing change	<ul style="list-style-type: none">» Our leaders understand how to manage change well in a unique environment and deliver outcomes» Building greater capability in managing remote teams



3. Creating and maintaining a positive, productive and safe work environment

Goals	Actions
Our workplace culture is based on our values	<ul style="list-style-type: none">» Our values are promoted and reinforced in all that we do» Our employees are highly engaged and behave in accordance with our values» Our employees are valued and the workplace is safe
Our employees are supported to innovate in a unique environment to deliver our vision	<ul style="list-style-type: none">» Everyone contributes to a culture of continuous improvement and innovation and considered risk-taking is supported» We create opportunities and forums to capture ideas for innovation
We have contemporary employment arrangements that support a sustainable workforce	<ul style="list-style-type: none">» We improve employment arrangements that accommodate flexibility and leverage future changes to the way we work» We employ a range of tools to monitor and improve employee engagement



MEASURING SUCCESS

How do we know if the strategy is successful?

Implementation and review

All staff have a role to play in implementing this strategy.

Overseeing the implementation of the strategy is the responsibility of the Executive Management Group (EMG) and will be a standing item at EMG meetings. The strategy will be reviewed and reported on annually in line with strategic planning cycles.

Our workforce operates within:

Code of Conduct for the Parliamentary Service

Parliamentary Service Strategic Plan 2021–2025

Parliamentary Service Act 1988

Short term

- » Designed workforce reporting measures to monitor performance
- » Embedded workforce review processes into existing planning cycles
- » Regularly report and review workforce performance
- » Systematically measure employee wellbeing
- » Developed leadership capabilities
- » Delivered improved policies based on input from staff

Long term

- » We have positioned ourselves as a career choice for high-performing talent
- » Built a learning culture and mindset where staff take accountability for their own development and recognise development opportunities that can enhance their capabilities, supported by leadership
- » Improved diversity in our workforce composition

